



National Aeronautics and  
Space Administration  
Goddard Space Flight Center

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# ANNOUNCEMENT

## SUBJECT:

### New Telephone System

Effective September 4, 2001, an upgraded Siemens phone system will become fully operational at GSFC, Greenbelt. This upgrade includes the Goddard West campus and outlying sites such as the Propulsion Test, Magnetic Test and the Optical Test areas. All personnel will retain current phone numbers and associated Phonemail features.

From July 23 throughout mid-August, Siemens' subcontractor personnel (NetVersant) will be placing new phones in all locations except Buildings 32 and 33. These phones will not be operational until September 4. Please do not plug them in or lock them away. We will connect them for you and remove your old equipment over the Labor Day Weekend.

Beginning July 31 through September 17, a telephone work-freeze for the entire Greenbelt campus will be in effect, allowing ample time for moves to cease and databases to close to ensure a smooth one-for-one phone conversion. During this time we must modify our current telephone management system to incorporate changes and enhancements of the new system. These are time consuming and critical actions; therefore, during this 6-week timeframe we will not be accepting or processing any Telecommunication Service Requests (TSRs).

Training on the new system is highly recommended. Users should complete either our computer-based training or sign up for a "hands-on" class scheduled for August in the Center's Training Center. Interpreters have been scheduled for two training sessions. Please visit our web site at: <http://code294.gsfc.nasa.gov/newphone.html> for details on training and other important information, such as:

- Complete Cutover Schedule
- Types/Description of Optiset Phones and Display Features
- Quick Reference User Guide
- Discontinuation of Data Lines (does not include analog)
- Cypress Phone Options/ Instructions for Saving Phone List
- Frequently Asked Questions

**PLEASE POST AND CIRCULATE THIS ANNOUNCEMENT**

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Some noteworthy enhancements and changes effective with the new system include:

1. Local Calls: *Dial 9-area code-number*  
Long Distance Calls: *Dial 9-1-area code-number*

(NOTE: Users will no longer dial "8" for long distance)

2. On-Center Emergency Number *Dial 911*

NOTE: Phones will be marked with 911 stickers; however, for safety reasons, extension 112 and 9-911 will reach Goddard's emergency staff as well.

3. Camp-on and call-forwarding features will work between the East/West campuses.

Finally, we would like to remind you the telephone system will be down throughout the Labor Day Weekend beginning on Friday, 8/31 at 6:00pm. Employees are encouraged not to come in over the weekend. For emergencies during this time you must use a cellular phone and either dial 911 for outside emergency services or 301-474-7075 to reach the on-site emergency console, which is staffed 24 hours/day, 7-days a week.

Thanks to everyone for your patience and assistance during this transition to a faster, more reliable telephone network. We are sure you will be pleased with the upgraded phone system and new Optiset telephones.

*Bradford Jordan*  
*for*

Kelly M. Carter, Chief  
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